

**Full Council
Summary of Meeting Minutes
May 7, 2019**

Call to Order and Roll Call

Gerd called the roll call at 1:02 P.M. Full Council attendance is as reflected in the separate roll call sheet. A quorum was achieved.

Approval of Previous Full Council Minutes

Gerd called for the council to read through the meeting minutes of February 19, 2018, May 3, 2018, August 9, 2018, November 8, 2018, and February 5, 2019. Gerd stated he would accept any suggested changes and entertain the motion to approve the minutes as a block of five. Steve Bowen moved to approve the minutes, Dave Beaman seconded the motion. The motion carried and the minutes were approved.

MAAC Full Council Attendance

Gerd discussed the attendance for the Full Council. In the past two years 31 organizations had attended three or fewer meetings. Letters were sent to 29 of these organizations alerting them to this fact. Gerd stated that the feedback he and Jason received from the letters were that in many cases an organization had supplied a representative, but that representative was not the one whose name was called for the roll. Going forward the procedure will be to call the name of the organization rather than the name of the listed representative.

Public Forum on Iowa Health and Wellness Plan and Dental Wellness Plan

Kevin Kirkpatrick gave an overview of the Iowa Health and Wellness Plan and the Dental Wellness Plan and alerted the Full Council to the public forums where public feedback regarding these plans will be gathered. The forums will be held on May 21, 2019 at the Hoover State Offices building and on May 22, 2019 at the Coralville Public Library.

Medicaid Director's Update**MCO Transition**

Iowa Total Care onboarding continues. Readiness reviews were completed at the beginning of May. Areas reviewed included: Information Technology; claims; provider relations; and member relations. IME leadership and staff were onsite at Iowa Total Care's facilities for the readiness review. Director Randol stated Iowa Total Care continues to be on track for July 1, 2019. Iowa Total Care will be participating in the Annual Provider Training later this month, and will have staff available to answer questions from providers.

When UnitedHealthcare leaves the market Iowa Total Care will receive roughly half the Medicaid population. IME is trying to accomplish equitable distribution of members between Iowa Total Care and Amerigroup, there may be some slight difference due to member

choice. Director Randol stressed that no members will be losing any benefits as a result of UnitedHealthcare leaving the market. IME determines Medicaid benefits, not the MCO's. UnitedHealthcare members can continue to see their providers through June 30. Director Randol stated the most important aspect of UnitedHealthcare's exit is that members receive continuity of care. To that end the IME is tracking case managers as they move from UnitedHealthcare to either Iowa Total Care or Amerigroup in order to facilitate choice for any members who wish to follow their case manager from one MCO to another. Members will have until September 30, 2019 to make their choice.

2019 Annual Provider Training and Town Hall Meetings

Starting May 8, Iowa Medicaid will be conducting town hall meetings across the state. IME leadership will be present at all town hall meetings. The first will be held at Polk County River place in Des Moines. Meetings will also be held in Waterloo, Sioux City, Council Bluffs, Cedar Rapids, and Davenport. The town halls will each have two sessions, a provider specific session and a member specific session. Director Randol stated he thought it important that the IME have interaction with the public to answer any questions providers and members have.

Medicaid Quarterly Report

Liz Matney presented the Quarterly Performance Report for Quarter 2 SFY 2019 made available in the materials packet. One issue of note is the increasing levels of enrollment in the Iowa Health and Wellness Plan which is occurring at historically low levels of unemployment. Other topics discussed include: Level of Care Assessments completion metrics; Service Plan update metrics; Service Level information for Medicaid call centers; and claim payment timeliness.

Iowa Medicaid Managed Care Quality Assurance System and Iowa Medicaid Dental Pre-Ambulatory Health Plan Quality Assurance System

Liz presented the Iowa Medicaid Managed Care Quality Assurance System and Iowa Medicaid Dental Pre-Ambulatory Health Plan Quality Assurance System reports to the council. These reports will eventually be sent to the Centers for Medicare and Medicaid after receiving comments from the Medical Assistance Advisory Council and from the public. Liz asked that members submit their comments back to IME staff by Friday May 31, 2019.

Updates from MCOs

Iowa Total Care

Mitch Wasden, CEO and plan president for Iowa Total Care, gave an update on Iowa Total Care's onboarding progress. Iowa Total Care is actively building their presence in the market, with 30 contractors working to contract with providers. Iowa Total Care has 812 employees ready for July 1, 2019. Iowa Total Care feels that it's readiness audits went very well over the past months, and is working with a third party group to perform auxiliary readiness audits including claims testing and payment systems testing. Iowa Total Care is working very closely with Amerigroup and UnitedHealthcare to achieve a smooth transition.

Amerigroup Iowa, Inc.

John McCauly provided operational updates for Amerigroup. John spoke briefly on flood disaster response recovery, member retention and choice period, operational excellence, and work Amerigroup is doing in building capacity in social determinants of health. Case managers are working closely with members in communities that have been affected by flooding, Amerigroup has briefly lifted pharmacy refill restrictions to allow members to refill prescriptions that may have been lost in the flood. John stated that having gone through a member transition period previously, Amerigroup is confident in their ability to ensure a smooth transition of care for members. Amerigroup recently rolled out a new program designed to improve quality of care for pregnant members and members with newborn children. Amerigroup is committed to social determinants of health work, sponsoring several programs around the state that support nutrition and shelter for citizens of Iowa.

UnitedHealthcare Plan of the River Valley, Inc.

Paige Pettit gave an update on UnitedHealthcare. Paige stated that there is a difference between the exit of Amerihealth Caritas from the Iowa Medicaid program and the exit of UnitedHealthcare from the Iowa Medicaid program. Specifically, UnitedHealthcare is maintaining a presence in the state of Iowa in parallel markets to the Medicaid program. UnitedHealthcare expects to maintain relationships with providers and members and leave the Medicaid program in a responsible manner. UnitedHealthcare will be present at the townhalls and provider trainings scheduled for later in the month of May. Paige thanked the council for the privilege of being a participant for the past several years.

Open Discussion

Senator Bolkcom stated that a legislative colleague of his was concerned about whether or not a Pharmaceutical Benefit Management raised a question of whether the state of Iowa was being over-charged for pharmaceutical billing, and whether or not an audit should be initiated looking into this issue. Director Randol stated that the state cannot be over-charged in this manner due to the structure of capitated rates.

Amy Shriver stated that only one metric in the Quarterly Report separates out children from adults and that this makes it harder to understand what opportunities there are to improve services for children. Director Randol stated that the operational metrics, such as claims paid, may not be relevant, but that he would look at including data from the child core data set.

Steve Bowen urged the council to consider how professional and business entities will maintain a voice in the council, as the voting membership will be reduced to five. Director Randol stated that he appreciated that point, and that meetings will remain public.

Dave Beaman asked the Director when he thought another MCO would enter the program. Director Randol stated that would likely not happen for another year as the program needs stability and he didn't want to disrupt vulnerable populations.

Adjournment

Meeting adjourned at 3:16 P.M.

Submitted by,
Michael Kitzman
Recording Secretary
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